

Creating Cultures of Engagement in Residential Care

A Quick Review of Major Ideas
Presented by the National Technical
Assistance Center (NTAC)

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The following
acknowledgement must
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Cultures of Engagement in
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Acknowledgement

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This training is based in large part on the work of the National Technical Assistance Center (NTAC) of the National Association of State Mental Health Program Directors (NASMHPD)

Major Ideas From NTAC

- Seclusion and restraint are frequently harmful and potentially fatal procedures.
 - NTAC faculty shared quotes and stories of youth hurt and killed by these procedures.





Major Ideas From NTAC

- Seclusion and restraint are frequently harmful and potentially fatal procedures.
 - Seclusion and restraint frequently traumatize youth – making treatment harmful rather than helpful.



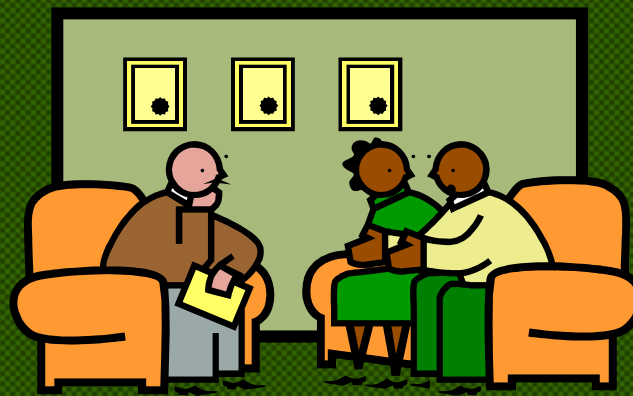
Major Ideas From NTAC

- It is possible to provide safer treatment environments for both youth and staff by eliminating seclusion and restraint.
 - Data from many facilities demonstrate that reducing S & R leads to reduced staff injuries, and does not require increased use of heavy medication/chemical restraint.



Major Ideas From NTAC

- Safer treatment environments provide “Trauma Informed” care.
 - Trauma assessment is part of the process of understanding youth. Staff ask “what happened to you?” instead of “what’s wrong with you?”



Major Ideas From NTAC

- Safer treatment environments provide “Trauma Informed” care..
 - The staff recognize that exposure to trauma in the past can play a major role in triggering violent or out-of-control episodes.



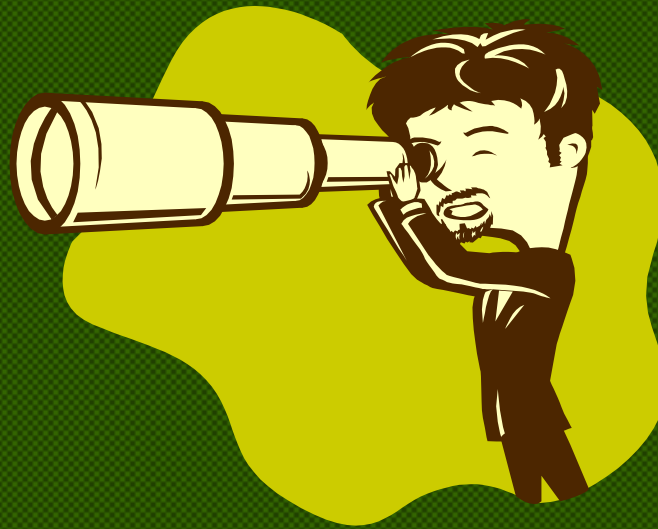
Major Ideas From NTAC

- Safer treatment environments provide “Trauma Informed” care.
 - The staff recognize the frequency of exposure to trauma in the lives of youth in public mental health systems.



Major Ideas From NTAC

- Safer treatment environments provide “Trauma Informed” care.
 - Staff members actively seek to foresee situations that are likely to trigger a strong response in an individual youth.



Major Ideas From NTAC

- Safer treatment environments provide “Trauma Informed” care.
 - Staff members develop plans in advance - in collaboration with the youth - about how to handle situations when the youth feels out of control.





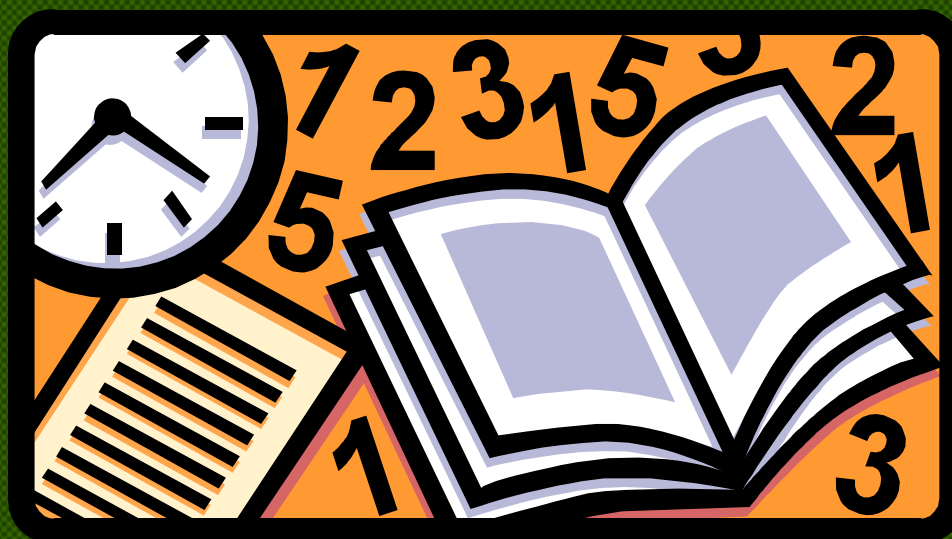
Major Ideas From NTAC

- Safer treatment environments provide “Trauma Informed” care.
 - Staff members help youth cope with crises by providing tools such as a “comfort room” and supplies for sensory modulation and self-soothing.



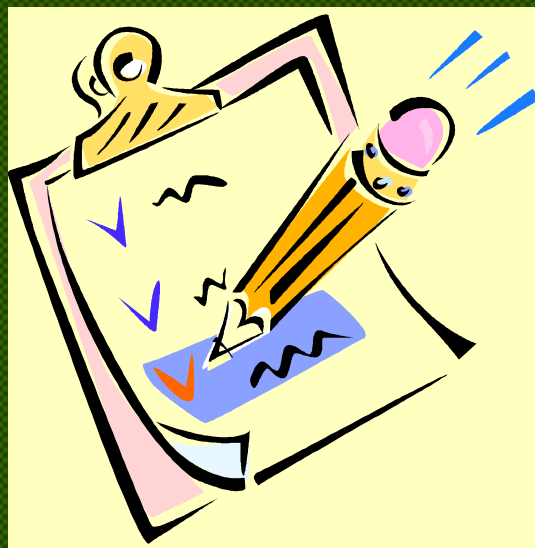
Major Ideas From NTAC

- Safer treatment environments provide individualized care.
 - The needs of an individual youth are more important than rigid adherence to a schedule.



Major Ideas From NTAC

- Safer treatment environments provide individualized care.
 - The needs of an individual youth are more important than rigid adherence to a behavioral program or point system.



Major Ideas From NTAC

- Safer treatment environments provide individualized care.
 - Direct Care Staff are empowered to choose to bend or break a rule or expectation for an individual child when there is a good clinical reason to do so to avoid a crisis.



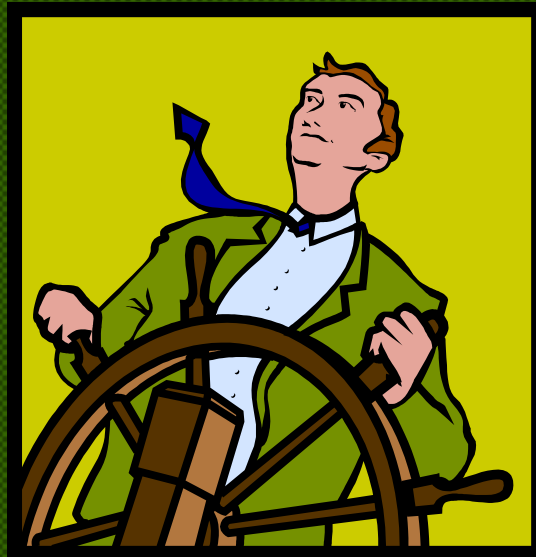
Major Ideas From NTAC

- Safer treatment environments try to **learn** as much as possible from each problematic episode.
 - There is a rigorous debriefing procedure after any sentinel event.



Major Ideas From NTAC

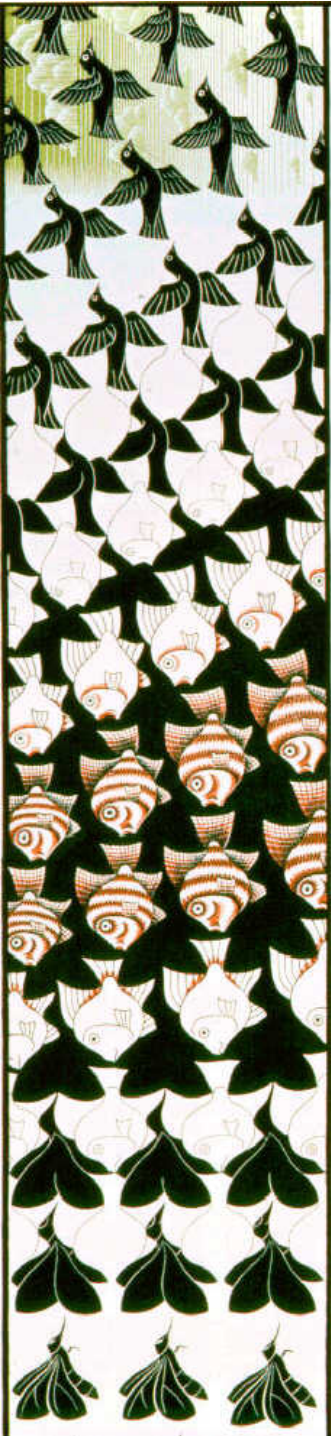
- Safer treatment environments try to learn as much as possible from each problematic episode.
 - Members of top clinical leadership are part of the debriefing procedure.



Major Ideas From NTAC

- Safer treatment environments try to learn as much as possible from each problematic episode.
 - Conclusions from each debriefing are incorporated into the plan for later crises and into other treatment planning and transition planning for the youth.





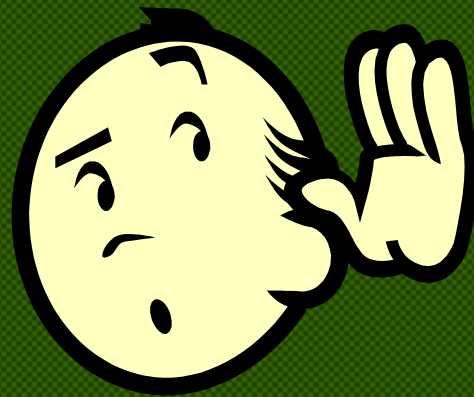
Major Ideas From NTAC

- Safer treatment environments emphasize respect for the youth's viewpoint.
 - Messages about power and control are minimized in the environment.



Major Ideas From NTAC

- Safer treatment environments emphasize respect for the youth's viewpoint.
 - Consumer input (both youth and family) is sought and valued.
 - Youth are treated with respect.



Major Ideas From NTAC

- Safer treatment environments emphasize respect for the youth's viewpoint.
 - Staff members engage in lots of activities with clients and are part of the same community.



Major Ideas From NTAC

- Safer treatment environments emphasize respect for all staff members.
 - Input from direct care staff is sought and respected by clinical leaders.



Major Ideas From NTAC

- Safer treatment environments emphasize respect for all staff members.
 - Staff job descriptions use language that makes it clear they are to be caregivers, thoughtful observers, counselors, etc. – not just guards or rule-enforcers.



Major Ideas From NTAC

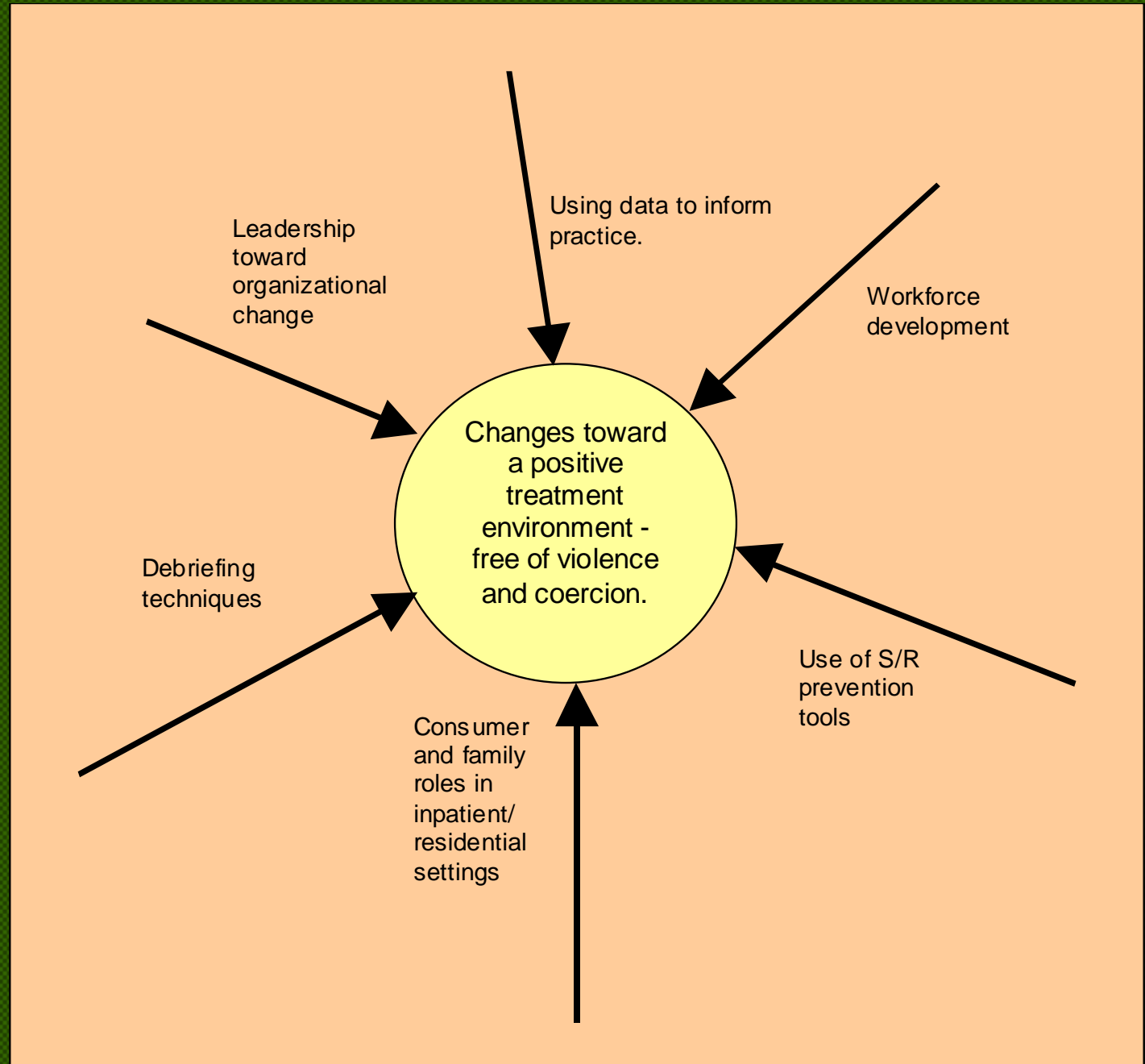
- Safer treatment environments emphasize respect for all staff members.
 - Direct care staff play an active role in developing a deep understanding of each youth and in solving clinical dilemmas.



Major Ideas From NTAC

- Developing care environments that are free of violence and coercion is a complex process and involves changing the whole treatment culture.
 - There is no “silver bullet” – no single method to bring the change about.





The CERC Project Web-site is up and running:

[http://www.hawaii.gov/health/
mental-health/ camhd/ library/
webs/cerc/cerc.html](http://www.hawaii.gov/health/mental-health/camhd/library/webs/cerc/cerc.html)





Mahalo Nui Loa
For your time and attention!